

Acuity Scale Guidelines

- Basic Stage 1: 0-9 points**
- Case Management Intake
 - Annual Update/Reassessment
 - Minimum contact (phone or face-to-face) every year to verify address/phone and check on client's status
 - Documentation in progress notes.
- Basic Stage 2: 9-18 points**
- Case Management Intake
 - Annual Update/Reassessment
 - Minimum contact every 90 days to verify address/phone and check on client's status
 - None or Minimum Individual Service Plan needs reviewed every 90 days.
 - Documentation in progress notes.
- Moderate Stage 3: 19-36 points**
- Case Management Intake
 - Annual Update/Reassessment
 - Minimum contact every 65 days (phone or face-to-face)
 - Evaluation of Individual Service Plan every 60 days
 - Individual Service Plan goals, activities and outcomes are documented in either: progress notes or VA-CRS ISP form and VA-CRS Progress Notes.
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- Intensive Stage 4: 37-54 points**
- Case Management Intake
 - Annual Update/Reassessment
 - Minimum contact every 30 days or less (by phone or face-to-face)
 - Evaluation of Individual Service Plan every 30 days
 - Multi-disciplinary team with Case Manager involvement
 - Individual Service Plan goals, activities and outcomes are documented in either: progress notes or VA-CRS ISP form and VA-CRS Progress Notes.

COMPARISON OF LEVEL OF CM CONTACT

Level of Need	VDH Standards	New Acuity Scale	Old Acuity Scale
Basic	90 days	every year	every year
Basic 2	90 days	90 days	every year
Moderate	60 days	60 days	every 6 months
Intensive	30 days or less	30 days or less	every 3 months

NOTE : ALL ISPs must be reviewed every 90 days to comply with VDH standards. Clients who are open to CM need an ISP written within 30 calendar days.

